ASSIGNMENT 1

Textbook Assignment: "AIS Administration," chapter 1, pages 1-1 through 1-28.

1-1. You are working as an I/O control clerk. Before accepting a job for processing on the computer, you should look over the transmittal form to ensure which of the following criteria is met?

1. All copies have been filed
2. All entries are readable and understandable
3. All required outputs have been specified
4. All SCL statements are in the proper sequence

1-2. Computer operations has just informed you that the payroll update (a series of 18 jobs) is finished and ready for pickup. Upon receiving the output, you should take what action immediately?

1. Use the burster
2. Log the jobs out
3. File the jobs
4. Check the output products

1-3. As an I/O control clerk, you will NOT be expected to perform which of the following tasks?

1. Make SCL changes to production run streams
2. Monitor jobs to ensure all data-are processed
3. Reconcile processing discrepancies and inconsistencies
4. Assist the computer operator in setting up production jobs

1-4. As an I/O control clerk, you can be expected to operate a variety of equipment, such as copying machines, and terminals. These are known as what type of equipment?

1. Online
2. Auxiliary
3. Secondary
4. Independent

1-5. On the transmittal form, the block marked "OPERATIONS USE ONLY" contains which of the following items of information?

1. Job/task number
2. Computer to be used
3. Type of operation performed
4. When the job was accepted

1-6. As an I/O control clerk, one of your jobs will be to keep an up-to-date record of all jobs received for processing. What document should you use?

1. A run schedule
2. A job schedule
3. A pass down log
4. A job control log

1-7. If the input that comes with a job becomes misplaced or lost, you still have means of tracking it down by lookinq in what control log entry?

1. Program name
2. Type of input
3. Input forwarded
4. Computer system

1-8. To properly prepare the user's input for processing, you as I/O control clerk must have a certain amount of information available, such as computer run sheet, how to make up control or SCL statements, and any special output requirements the job may call for. This information can be found in the

1. run book
2. job manual
3. task folder
4. master run manual

1-9. A run sheet to be used by the computer operator should contain which of the following information?

1. Breakpoints
2. Partition numbers
3. Recovery procedures
4. List of required inputs

1-10. If a job terminates before going to a normal EOJ, you as the I/O control clerk may be required to collect which of the following data/information?

1. Output data and memory dump only
2. Input data and SCL statements only
3. Input data, output data, and memory dump
4. Output data, console printout, and SCL statements

1-11. During the SUADPS daily update for supply, problems reading the current master read file (MRF) on disk drive 241 are encountered. The job terminates prematurely, leaving eight jobs to be run. The computer operator calls on you as the I/O control clerk to help in the recovery process. You can be expected to perform all except which of the following tasks?

1. Provide the operator with the input parameters and/or SCL statements to recover the job
2. Remove the defective disk pack from drive 241 and forward it to the technicians to be checked out
3. See to it that the remaining jobs are rescheduled once the master file is recreated, and notify the user
4. Provide the operator with the file identification number needed to recover the MRF file

1-12. As an I/O control clerk, to determine that a job ran successfully and that all processing steps were properly carried out, you should review what document?

1. The pass down log
2. The computer run sheet
3. The confirmation report
4. The computer console printout

1-13. As an I/O control clerk, what document provides you with a list of all the error conditions and messages for all jobs run on the computer during a work shift?

1. The error/discrepancy report
2. The computer console printout
3. The error message log
3. The rerun report

1-14. As an I/O control clerk, you may be responsible for reconciling processing discrepancies . To determine the problem, which of the following documents will usually provide you with the information you need?

1. The pass down log
2. The computer run sheet
3. The confirmation report
4. The computer console printout

1-15. As an I/O control clerk, you are checking over the user's output products and need to verify that all items requested were produced. To do this, you should refer to which of the following sources?

1. The run manual
2. The task folder
3. The user manual
4. The instruction folder

1-16. As an I/O control clerk, once you have packaged the user's output products and placed them in the pick-up area, you should log the job out in which of the following logs?

1. The job control log
2. The user's job log
3. The production log
4. The EOJ/pick-up log

1-17. As an I/O control clerk, if during the process of checking over the user's output products, you happen to come across an error, you should carry out which of the following actions?

1. Log the job out, and inform the user of the error at the time of pickup only
2. Bring the error to the attention of your superior, then log the job out with the appropriate comments only
3. Reschedule the job as if nothing has happened, and notify the user there will be a slight delay
4. Pull the job immediately, bring the error to the attention of your superior so the job may be rescheduled, and notify the user

1-18. As an I/O control clerk, You will be involved with and communicating with the user. Which of the following communications skills must you possess in order to maintain a good relationship with the user?

1. Refer problems to users
2. Explain problems only
3. Understand requests only
4. Understand requests and explain problems

1-19. A scheduler does NOT perform which of the following tasks?

1. Review AIS requests
2. Prepare schedules
3. Operate the computer to run production jobs
4. Organize data processing priorities for both scheduled and unscheduled work

1-20. What method should you use to determine the accuracy of your schedules?

1. Monitor the jobs
2. Review production results
3. Supervise computer operations
4. Review job control logs

1-21. To determine how to go about scheduling work on your facility's computer system, you should depend on which of the following factors?

1. The number of jobs to be scheduled
2. The system configuration only
3. The operating mode of the system only
4. The system configuration and operating mode

1-22. Which of the following is NOT an example of a computer operating mode?

1. Prime-time
2. Real-time
3. Online
4. Batch

1-23. As scheduler, you will be concerned with precomputer processing for which of the following reasons?

1. To see that the work is performed accurately
2. To see that sufficient magnetic media are available to store the data
3. To ensure that all inputs are received on time according to prearranged schedules
4. To ensure users are complying with standard operating procedures

1-24. If you schedule so much work for the computer that you overload the computer system, which of the following results is likely to occur?

1. AIS services are underutilized
2. User service deteriorates
3. Precomputer processing service deteriorates
4. Each of the above

1-25. As a scheduler, which of the following factors must you know about the files in use?

1. Where to find them in the magnetic media library
2. Where to store them in the magnetic media library
3. The record sizes and blocking factors of each file
4. How to reconstruct them

1-26. As a scheduler, what information must you know about the jobs you are to schedule?

1. How jobs interface only
2. How much time it takes to run each job only
3. How jobs interface and how much time it takes to run each job
4. How to operate the computer to back up production jobs

1-27. As a scheduler, you do NOT have to be proficient in which of the following skills?

1. Sound judgment
2. Tact and diplomacy
3. Analytical ability
4. Systems design

1-28. Production control acts as liaison between the AIS facility and the user community to perform which of the following functions?

1. Provide magnetic media support to the user
2. Provide programming services to the user
3. Adjust data flow and output schedules based on user and production requirements
4. Determine if errors are caused by hardware or systems/applications software

1-29. What functional area receives incoming work and checks to be sure the amount of input data is approximately the amount indicated on the production schedule?

1. Technical support
2. Quality control
3. I/O control
4. Data entry

1-30. Source documents are received and processed by what (a) functional area, and checked for completeness and accuracy by what (b) functional area?

1. (a) Data entry
   (b) Quality control
2. (a) Data entry
   (b) Technical support
3. (a) Scheduling
   (b) Quality control
4. (a) Scheduling
   (b) Technical support

1-31. To chart the interaction between the functional areas of an AIS facility, what type of chart should you prepare?

1. Data flowchart
2. Systems flowchart
3. Workload diagram
4. Workflow diagram

1-32. To determine what the demands will be on the AIS facility for the upcoming month, which of the following personnel usually meet(s) with the users?

1. Division chief only
2. Division chief and LPO only
3. Division chief, LPO, and scheduler
4. Computer operations supervisor and scheduler

1-33. During the forecasting phase of scheduling, you must remember to set aside time in the schedule for which of the following maintenance tasks?

1. File and computer
2. Tape drive
3. Disk drive
4. Each of the above

1-34. When you schedule recurring (old) jobs, which of the following types of information is/are best to use?

1. New estimates from users
2. Job experience and history
3. Latest job run time on your system
4. Average job run time on other systems

1-35. Scheduling enables management to make which of the following judgments?

1. A prediction of the effects of an increased workload
2. An evaluation of data entry operator skills
3. An analysis of production program errors
4. A plan for user training

1-36. As scheduler, you will need a backup or contingency plan for which of the following reasons?

1. To allow for hardware breakdowns and malfunctions
2. To schedule users' requirements
3. To allow for late submission of input from the user
4. To correct job parameters that are entered into the system incorrectly

1-37. Resource requirements, processing time, job dependencies, priorities, and deadlines are all what type of information?

1. Job-related
2. Workload-related
3. Resource-related
4. AIS facility-related

1-38. As scheduler, in addition to having information about computer resources, you need information about what other area(s) of processing?

1. Precomputer processing only
2. Postcomputer processing only
3. Precomputer and postcomputer processing
4. Output processing by users

1-39. What is the primary difficulty of manually scheduling jobs in a multiprogramming environment?

1. Specifying priorities
2. Specifying deadlines
3. Obtaining a job mix that handles job dependencies without processing jobs out of order
4. Obtaining a job mix that makes the best use of most resources without bogging down the entire computer system

1-40. Resources, workflow, system capabilities and capacities, and workload demands are all what type of information?

1. Job-related
2. Workload-related
3. Resource-related
4. AIS facility-related

1-41. To be sure sufficient time is scheduled for a job, you will probably want to add extra time to the estimated time as a safety factor. What is this type of time called?

1. Excess time
2. Time-plus
3. Real time
4. Buffer time

1-42. As scheduler, to provide for priority changes, special job requests, power outages, and corrective maintenance, you must take which of the following actions?

1. Reboot the computer system quickly without operator assistance
2. Readjust schedules quickly with a minimum of disruption
3. Revise your normal scheduling procedures to avoid these problems
4. Request scheduling assistance from computer operations personnel

1-43. When preparing a monthly schedule, you should be sure to include time for which of the following requirements?

1. Testing only
2. Planned maintenance only
3. Backup procedures only
4. Testing, planned maintenance, and backup procedures

1-44. Which of the following things do NOT normally affect the approved monthly schedule?

1. System backups
2. Software testing
3. System/program errors
4. Input files not available

1-45. A work load schedule is which of the following types of schedules?

1. External only
2. Internal only
3. External and internal

1-46. During production processing, monitoring the jobs to see that the work is being accomplished as planned is the responsibility of all except which of the following personnel?

1. Operator
2. I/O control clerk
3. Technical administrator
4. Production control coordinator

1-47. Who is the most qualified and highly trained individual to assist online users with their particular processing problems?

1. Operator
2. Shift supervisor
3. Production control clerk
4. Subsystem coordinator

1-48. Which of the following problems is one of the most frequent hardware problems associated with production processing?

1. Loss of power
2. Printer out of paper
3. Tape read/write errors
4. Wrong printer forms loaded

1-49. Which of the following problems is NOT a common external environmental problem?

1. Head crash
2. Loss of power
3. Voltage spikes
4. Loss of air conditioning

1-50. To correct software related problems, the operator must refer to which of the following sources for the corrective action to take?

1. Program operator manual only
2. Job run folder only
3. Program operator manual and job run folder
4. System manual

1-51. Unscheduled downtime can result from all except which of the following causes?

1. Power failures
2. Rebooting the system
3. Loss of air conditioning
4. System saves

1-52. When a software problem is researched, which of the following items is the most important?

1. Abort code
2. Program step
3. Action taken
4. Date job submitted

1-53. To improve performance and operation, you should provide feedback to all but which of the following people?

1. Shift supervisor
2. I/O control clerk
3. Technical administrator
4. Production control coordinator

1-54. To improve system performance, you can look for trends in the production process. Which of the following trends would NOT be looked at?

1. Impact of modified applications
2. Times when system was idle
3. Backlog of jobs to be run
4. Times when system seems slow

1-55. The amount of information you include in an AIS report should NOT exceed whose requirements?

1. User’s
2. Supervisor’s
3. Facility manager’s
4. Upper management’s

1-55. Which of the following items is NOT required in an ASDP?

1. Outline of the need
2. Prediction of the future need
3. Summary of the selected FIP resource solution
4. Summary of the projected costs

1-57. Downtime reported on the hardware utilization report includes which of the following types of downtime?

1. Whole system only
2. Each piece of equipment only
3. Whole system and each piece of equipment as appropriate
4. Equipment awaiting installation

1-58. Hardware under-utilization can be measured by excessive idle time.

1. True
2. False

1-59. Which of the following situations is NOT usually a cause of application software aborts?

1. File corrupted
2. File not available
3. Job run in sequence
4. Out of free disk space

1-60. Which of the following reports are good sources for determining what performance-tuning techniques to implement?

1. Hardware and software projection
2. Application software performance
3. Hardware utilization
4. Operating system software

1-61. With average program mixes, cache memory can-yield what percent increase in processing speed?

1. 30%
2. 40%
3. 50%
4. 60%

1-62. You can make all but which of the following changes to the operating system?

1. Change memory addresses
2. Reconfigure disk drives
3. Reconfigure the system
4. Change buffer sizes

1-63. When submitting a trouble report, you must follow the instruction from which of the following commands?

1. The type commander
2. The command receiving the trouble report
3. The command sending the trouble report

1-64. When you cannot work around a problem to continue operating, what priority should you assign to the trouble report?

1. Critical
2. Routine
3. Urgent

1-65. When you can work around the problem but a resolution is required immediately, what priority should you assign to the trouble report?

1. Critical
2. Routine
3. Urgent

1-66. All of the following are common reasons for the submission of a hardware trouble report except which one?

1. System keeps locking up
2. System keeps dropping I/O channels
3. Corrupted file and no save tapes are available
4. Bad data entered in file

l-67. When preparing the operational guidelines for your facility, which of the following areas should you consider?

1. Backup operations only
2. Contingency plans and disaster recoveries only
3. Emergency responses only
4. Backup operations, contingency plans and disaster recoveries, and emergency responses

1-68. Which of the following is NOT a common reason for urgent change requests?

1. Changes to the operating system
2. Equipment degradation
3. System testing
4. Special saves